

DEPARTMENT OF SOCIAL SERVICES

4 P Street, Sacramento, CA 95814



January 20, 1984

ALL-COUNTY INFORMATION NOTICE I-11-84

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: COMMUNICATIONS WITH COUNTIES

REFERENCE:

The Department of Social Services has received complaints from various county welfare departments concerning the disparate delivery time for telegrams and various forms of all-county mail such as All-County Letters (ACL), All-County Information Notices (ACIN) and Manual Letters (ML). As a result of these complaints, the Department undertook a study to determine the actual problems and to identify possible solutions. The purpose of this notice is to share with you the results of that study.

All-County Telegrams

The major complaint regarding telegrams was that it is taking three to four days for some counties to receive telegrams and night letters. Our investigation revealed that Western Union employs two systems for delivering telegrams and night letters: 1) the public agent system (direct delivery); and 2) the phone agent system (phone calls/U.S. Mail). Certain cities are only served by the phone agent system. In this case, the Western Union phone agent makes a phone call to the addressee and reads the message over the phone. For longer messages, a confirming copy is sent via U.S. Mail. The list of phone agent cities has changed constantly. As of this date, there are 15 county government seats which are served by phone agents only (see attached list). The study results showed that the phone agent system is neither the fastest nor the most efficient or accurate means of communicating urgent messages. We recently learned that Western Union is planning to expand their list of cities served only by the phone agent system. In the very near future, only a handful of county government seats will be served by Western Union's direct delivery system.

Effective immediately, this Department will no longer use telegrams for communicating urgent messages to all counties. Instead, we will utilize either a mailgram or express mail, depending on the city and the length of the message. This will result in our message reaching you the day after it is sent.

All-County Mail

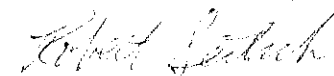
The major complaint from counties is that it takes too long to receive mail issued from this Department. For purposes of our study, we examined all mass mailings during July 1983. We discovered that the number of days between the date of the item and the date received by the addressees varied from a low of 3 to a high of 24, with the average being 11.2 days. Our study also revealed that, regardless of whether the elapsed time was 3 or 24 days, all counties were receiving each mailing at virtually the same time. The major reasons for the wide variation in times were: the number of pages being reproduced; the relative workload in the central state reproduction unit; and the day of the week the item was mailed. The chart below outlines the average amount of time needed for each step in a mass-mailing.

Time Line for Average County Mass-Mailing

- | | |
|-------|--------------------------------------------------------------------------------------|
| Day 1 | Current date typed on letter by DSS |
| 2 | Received in Reproduction Unit (Department of General Services) |
| 10 | Mailed out from Reproduction Unit via U.S. Mail or UPS (UPS used for bulky mailings) |
| 11 | Received in most cities throughout the State, if U.S. Mail |
| 12 | Received by most addressees whether U.S. Mail or UPS |

We want to assure you that DSS staff have been informed of these study results and will take processing times into account when planning All-County mailings. Because of their policy nature, ACL's and ML's are handled as expeditiously as possible through all steps of process. For particularly critical mailings, when the time element is critical, we utilize an "advance copy" system. With that system, we mail a single copy of the item to each of the 58 county welfare departments. In almost every case, that copy is mailed the same date that is on the letter.

We hope these explanations will assist you in determining what to expect regarding official DSS communications. If you should have any questions, please feel free to contact Lorraine Mettler, Chief, Office Services Section, at (916) 322-8287.


 ROBERT T. SERTICH
 Deputy Director
 Administration

Attachment

cc: CWDA

Cities Currently Served by Phone Agent Only

<u>City</u>	<u>County</u>
Markleeville	Alpine
Jackson	Amador
San Andreas	Calaveras
Colusa	Colusa
Willows	Glenn
Independence	Inyo
Lakeport	Lake
Mariposa	Mariposa
Alturas	Modoc
Bridgeport	Mono
Nevada City	Nevada
Quincy	Plumas
Downieville	Sierra
Weaverville	Trinity
Yuba City	Sutter